



Provide housekeeping services to guests

D1.HHK.CL3.01

Trainee Manual



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Trainee Manual



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Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Provide housekeeping services to guests

This unit deals with the skills and knowledge required to Provide housekeeping services to guests in a range of settings within the hotel and travel industries workplace context.

Unit Code:

D1.HHK.CL3.01

Nominal Hours:

15 hours

Element 1: Receive housekeeping requests

Performance Criteria

- 1.1 Accept housekeeping requests from guests
- 1.2 Accept housekeeping requests from staff
- 1.3 Record housekeeping requests according to enterprise requirements
- 1.4 Advise on time for provision/delivery of identified service or items to guest room

Element 2: Service housekeeping requests

Performance Criteria

- 2.1 Liaise with other staff to obtain and or deliver identified service or items
- 2.2 Locate and deliver required items to guest room
- 2.3 Set up equipment in guest rooms
- 2.4 Items from guest rooms as required

Element 3: Provide advice to guests

Performance Criteria

- 3.1 Advise guests on services and items available through the housekeeping department
- 3.2 Advise guests on the use of items delivered to guest room, if required
- 3.3 Demonstrate the use of items delivered to guest room, if required
- 3.4 Liaise with other staff and departments to provide supplementary advice where appropriate

Element 4: Liaise with other departments

Performance Criteria

- 4.1 Report malfunctions as required
- 4.2 Advise management of dangerous or suspicious circumstances
- 4.3 Participate in planning to enhance service delivery standards and equipment purchase

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

		Work Projects	Written Questions	Oral Questions
Element 1: Receive housekeeping requests				
1.1	Accept housekeeping requests from guests	1.1	1,2	1
1.2	Accept housekeeping requests from staff	1.2	3,4	2
1.3	Record housekeeping requests according to enterprise requirements	1.3	5,6	3
1.4	Advise on time for provision/delivery of identified service or items to guest room	1.4	7,8	4
Element 2: Service housekeeping requests				
2.1	Liaise with other staff to obtain and or deliver identified service or items	2.1	9,10	5
2.2	Locate and deliver required items to guest room	2.2	11,12	6
2.3	Set up equipment in guest rooms	2.3	13,14	7
2.4	Items from guest rooms as required	2.4	15,16	8
Element 3: Provide advice to guests				
3.1	Advise guests on services and items available through the housekeeping department	3.1	17,18	9
3.2	Advise guests on the use of items delivered to guest room, if required	3.2	19,20	10
3.3	Demonstrate the use of items delivered to guest room, if required	3.3	21,22	11
3.4	Liaise with other staff and departments to provide supplementary advice where appropriate	3.4	23,24	12

		Work Projects	Written Questions	Oral Questions
Element 4: Liaise with other departments				
4.1	Report malfunctions as required	4.1	25,26	13
4.2	Advise management of dangerous or suspicious circumstances	4.2	27,28	14
4.3	Participate in planning to enhance service delivery standards and equipment purchase	4.3	29,30	15

Glossary

Term	Explanation
Chemical	A product, normally in liquid format, used to clean a surface
Clean	Free from dirt; unsoiled; unstained
Defect	A shortcoming, fault, or imperfection
Disinfectant	Any chemical agent used chiefly on inanimate objects to destroy or inhibit the growth of harmful organisms
Dry Cleaning	The cleaning of garments, fabrics, draperies, etc., with any of various chemicals rather than water: garments for cleaning in this way
Fittings	Anything provided as equipment, parts, supply
Furnishings	Furniture, carpeting, etc., for a house or room
Housekeeping	The maintenance of a house or domestic establishment.
Kitchenette	A small kitchen or part of another room equipped for use as a kitchen
Laundry	Articles of clothing, linens, etc., that have been or are to be washed
Malfunction	Failure to function properly
Manual handling	The act of pushing, pulling or lifting
Planning	The act or process of making a plan or plans
Policy	A rule, a definite course of action
Polish	To make smooth and glossy, especially by rubbing or friction
Procedure	A particular course or mode of action
Provision of supplies	Providing housekeeping items including equipment, cleaning products and cloths
Repair	To restore to a good or sound condition after decay or damage; mend

Term	Explanation
Request	The act of asking for something to be given or done, especially as a favour or courtesy; solicitation or petition
Strip	To remove bed linen from a mattress
Suite	Hospitality accommodation containing more than one room
Trolley	A transport vehicle used in housekeeping to move supplies from room to room

Element 1: Receive housekeeping requests

1.1 Accept housekeeping requests from guests

Introduction

Housekeeping is an important area in any accommodation property.

Most people see housekeeping as simply 'cleaning guest rooms' but from an operational perspective there is a lot more to housekeeping than just that.

The role of housekeeping is to ensure the comfort and safety of guests whilst they are staying at a hospitality organisation.

This is the guest's 'home away from home'. It is essential that that a guest is able to enjoy their room in the same manner and with the same ease as they would enjoy in their own house. The aim of housekeeping is to strive to enable guests to access items as easily as in their own home.

It is therefore important that housekeeping staff maintain a professional level of integrity, especially staff who clean rooms. Housekeeping staff must have high levels of integrity, honesty and discretion as a guest needs to feel that what takes place or what is left in their room must be safe and remain confidential.

Understandably an accommodation room is considerably smaller in size than the customer's normal residence and therefore items that they may need might not be in immediate access.

A hotel cannot provide all the necessary items a customer may need inside each and every room for a number of reasons:

- The room size is too small
- It would become cramped for space
- Not all customers need all items
- The capital outlay for a business would be considerable
- It reduces the chance of damage and theft.

Therefore it is vital that housekeeping are able to get a requested item to a room in the shortest possible time.



Types of accommodation properties

The items included in a room or upon request differ depending on the type of accommodation provided.

Housekeeping requests by guests can be made across a range of accommodation properties for a wide variety of reasons.

A housekeeping department exists in any property that offers in-house accommodation.

Housekeeping departments operate within:

- Hotels, motels and clubs
- Resorts, chalets and hostels
- Passenger ships and trains
- Serviced apartments.



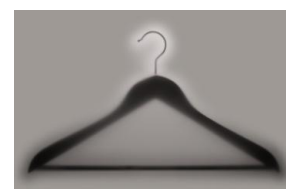
Types of guest requests

There may be many times during a shift when the room attendant will have to handle guest requests and the reasons can vary.

Need for item sent to the room

A guest may request services or products such as:

- Additional equipment in their room – because they have needs during their stay that are not accommodated by the normal in-room items
- Valet or laundry service – common among long stay guests
- Additional bedding – where the existing bedding is unsuitable, uncomfortable or insufficient
- Extra tea, coffee, sugar and milk sachets – a common request where the guests spend a lot of time in their room
- Extra crockery or cutlery – where the room features a kitchen or kitchenette this is also a common request especially where guests want to entertain in their rooms
- Vases – for flowers that have been delivered to them
- Replacement items such as hair dryers, toasters, irons and electric jugs to replace items that are not working
- Extra bathroom guest supplies – another common request for long-term guests: guests with long hair often ask for extra shampoo and conditioner
- Additional items in compendium – such as letterhead paper, envelopes, postcards, pens, note paper
- Additional towels – to accommodate extra showers or baths taken by the guests: where the property has a swimming pool this is a common request
- Extra hangers for clothes, extra pillows, extra blankets
- A power conversion board – to adapt their electrical equipment to the power supply of the venue: common where the property caters to some international guests
- Ice and ice buckets.



Servicing of room

- Rectification cleaning - guests may request an improvement in the servicing of room. They require housekeeping staff to provide remedial service to the room when the original room service is deemed by the guest to be sub-standard
- Clean-up after an in-room party or entertainment
- A special room service where they have spilled something on the floor.

Repairs

- Repair or removal of broken equipment – such as controls for the TV, DVD player, air conditioner, broken bedside lights, free-standing lamps
- Instructions to enable them to work equipment – such as the TV, in-room safe, lights (especially where room cards are needed to activate the power to a room), heating and cooling controls.



Lost and found

Guests may also contact housekeeping when making a Lost and Found enquiry. They may have found an item in a room they have just been roomed in or they may contact housekeeping after they have departed to enquire about something they have lost.

Housekeeping is often the department that operates the Lost and Found facility for a venue because most Lost and Found items come from guest rooms.

Handling complaints

Ensuring guest comfort may relate not just to issues that can be handled quickly by housekeeping (such as rectification cleaning, a replacement jug for one that's not working or extra tea and coffee supplies) but also handle or direct guest requests relating to:

- Noisy people in the room next doors
- Poor views from the balcony
- Noisy pigeons outside the room which stop guests getting to sleep
- Noisy elevators near the room
- Lack of facilities in the room
- Quality of facilities that is below guest expectations
- Advertising that has created expectations that are not being met.



In most cases housekeeping may not be able to rectify these complaints personally, but they should ensure the appropriate person is contacted in a timely manner.

Handling guest requests promptly

Given that housekeeping staff are usually very busy trying to achieve the tasks set for them by the Executive Housekeeper on a daily basis (which are essentially the servicing of departing and staying guest rooms), they must still ensure they handle any requests from in-room guests in addition to their allocated workload and do so in a polite and friendly manner, in accordance with all relevant house policies and procedures.

If the room attendant cannot assist the guest immediately, they should at least acknowledge the guest's request and advise them when assistance will become available.

There may also be times when a guest makes a request and the room attendant cannot provide an immediate answer as to whether or not the request can be fulfilled.

In such instances, the room attendant should seek out accurate information to satisfy the guest's requests, or pass on the request to the appropriate department (or the Floor Housekeeper) for action and follow up.

The guest should always be told of how their request is to be dealt with and kept informed about the progress of the request.



The basis for providing excellent levels of customer service in housekeeping

In order to ensure the comfort and wellbeing of guests, housekeeping must develop a good relationship with guests.

This can be achieved by:

- Good personal presentation – as determined by house requirements that apply to uniforms and personal hygiene
- Greeting guests by name when known
- Providing excellent service at all times
- Not giving the guests the impression that serving their needs is a chore/imposition
- Not rushing service delivery as and when it is required
- Enquiring “Is there anything else I can do for you?”
- Finishing service delivery with apposite statement: “It’s been a pleasure”
- Providing information to guests (about the property, the local area, tourist attractions, transport, local customs, currency etc) – and not just providing service in terms of specific housekeeping duties
- Assisting guests in public areas (such as the corridors of their floors or in lifts) or in-room when they see them struggling with their luggage. The assistance may simply involve offering to call a porter to assist
- Smiling
- Handling complaints in a professional manner



- Providing a safe and secure environment for the guests while they are staying in the establishment
- Respecting the guest's need for confidentiality and privacy
- Having excellent product knowledge about the appliances, items, features in guest rooms.

For room attendant to provide excellent service, they must know the importance of making guests feel safe, secure and welcome while they are away from home.

Handling guest complaints

Unfortunately, even with the best of intentions, things can sometimes go wrong and result in a guest complaint. As identified before, some requests are in fact complaints.

The following are guidelines to assist in dealing with a customer complaint:

- Remain pleasant at all times, but do not smile when the guest is complaining
- Listen without interruption
- Know the correct procedure and the establishment policy on dealing with customer complaints
- Ask the guest how they would like you to resolve the problem
- Focus on the issue and don't take the complaint personal
- Apologise to the guest for any inconvenience
- Advise your supervisor and get their feedback as to how they feel you handled the situation.



Use guest name where possible

When dealing with a guest's request, the room attendant should acknowledge the guest by addressing them by their name, if appropriate and possible.

It is said that a person likes nothing better than to hear the sound of their own name.

Using the guest's name is an excellent way of personalising the service and showing that the individual guest is valued.

Make sure however that you follow any house policies that might apply to the use of guest's names.

These usually reflect generally applicable standards of courtesy, such as:

- Avoid using first names – only use last names
- Never use nicknames
- Get the pronunciation right – if you are not sure you can do this, use 'Sir' or 'Madam'
- If you don't know the guest's name or have forgotten it address the guest by 'Sir' or 'Madam'.

How will I know the guest's name to begin with?

Most requests from guests for items for their room come about from:

- A phone call to housekeeping from the guest
- A face-to-face conversation with the guest as they are walking down the corridor and see you cleaning rooms.

In either situation they usually begin the conversation by identifying themselves and the room they are staying in – “Hi, I’m Greg Jones from 377. I was wondering if you could ...”

This provides the perfect opportunity to find out the guest's name but you have to be alert to the possibility it is going to happen and be ready to listen for it and remember it.

If you forget the guest's name it is easy enough to find out a name from the internal rooming system using the room number as the basis for the search: where there is more than one person in the room (for example, a twin room may have 2 males or 2 females) and you are not sure who is who, use ‘Sir’ or ‘Madam’.



1.2 Accept housekeeping requests from staff

Introduction

Housekeeping not only services the needs of the guest. As the department responsible for the cleanliness of a property, it is often called upon to handle requests made by other departments.

Therefore all departments will have requests of housekeeping. Similar to dealing with requests from guests, these requests must be handled in a professional and timely manner.

Types of staff requests

The types of requests may be varied depending on each specific situation, however there are some common staff requests including:

Cleaning

- Cleaning duties - of items such as furniture, carpets, equipment, windows, floors and bench surfaces
- Cleaning of in-house facilities – including public areas, change rooms and offices
- Emergency cleaning – unexpected cleaning requests
- Cleaning and servicing of staff changing rooms.



Staff Uniforms

- Order and supply of staff uniforms
- Providing laundry service – many properties operate their own on-premise laundry whilst other venues will use the services of an outside commercial laundry. Most staff uniforms will be cleaned through the housekeeping department.

Provision of Supplies

- Cleaning products, rags & equipment
- Chemicals
- Clean linen for F&B departments
- Towels for gymnasiums.



Security

- Check rooms and floors for safety concerns
- Ensure guest room and emergency doors are shut
- Close storerooms
- Participate in emergency and evacuation procedures.

Other tasks

- Move room service trays from rooms or corridor to appropriate store area
- Check mini bars for departing guests
- Check actual status of a room – whether a guest has actually left the room or if it is occupied.



As mentioned, when handling requests made by staff, they must be handled in a timely manner. These requests are made to help provide a better experience for guests and must be treated seriously. All staff members are part of a team, each with a role to play. Housekeeping has many requests for other departments and would also expect their requests to be handled in an efficient manner.

1.3 Record housekeeping requests according to enterprise requirements

Introduction

Any contact that housekeeping has with a guest has the potential for a request to be made by the guest.

The reality is that guests rarely speak with housekeeping staff unless they have a need to do so, so be aware of this and be ready to respond appropriately.

Confirm and note details of the request

Confirming what is needed

The key to this is repeating back to the guest what it is they have told you they want, using your establishment knowledge to clarify any areas that are not clear.

For example, if a guest phones and says they want more towels, you need to determine what size towels they want. If the guest tells you they have spilled something in their room and want it cleaned up, you should ask the nature of the spill (what was spilled, what it was spilled on, and how big the spill is) so you can prepare for what is needed.

Sometimes the guest will ask questions about what is available to suit their need, so you need to respond accurately and honestly to these questions. It is important that honesty is used so that you avoid creating false expectations in the mind of the guests.



Noting details of what is needed

The key to this is to not rely on your memory but rather to write down the relevant details.

This advice applies whether the request comes in person or over the phone. There should always be note paper and a pen near the phone in the housekeeping department and a room attendant should always have a notebook and pen as standard items when they are working.

When a guest makes a request simply write down:

- Guest name
- Room number
- Specifics of the request – type of item or service required, number involved (where appropriate – ‘6 wine glasses’)
- Time for delivery to the room that was agreed to.



It is always wise to confirm the details to save time, effort and guest frustration if the wrong item or service is delivered. There may often be communication difficulties caused by different languages, lack of local knowledge, tiredness and unfamiliarity with the property.

1.4 Advise on time for provision/delivery of identified service or items to guest room

Introduction

After a request has been received, recorded and confirmed, you should provide the guest with an estimated timeframe as to when the request will be met.

Keys to agreeing on a timeline

The timeframe for meeting any guest request must be reasonable and achievable.

It is best if the guest agrees that the time given by you is agreed to by them, but sometimes they place unrealistic timelines that simply can't be met. Obtain agreement where possible and where you can't, do your best and be as quick as you can.

Remember you will probably have other tasks to do and other guest needs to provide so the Golden Rule is 'Under-promise and over-deliver'.

For example, if you tell the guest the item or service they have requested will be there in 5 minutes and it actually takes 10 minutes they will be disappointed and annoyed. If you promise the item in 10 minutes and have it there in 5 minutes, they will tend to be impressed with your fast response.



Never allow yourself to be forced or intimidated into a timeline that you know can't be met. It is far better to politely explain this timeframe cannot be met, explaining the reasons why, where applicable, and re-assuring the guest you will act as quickly as possible.

Sometimes you don't need agreement

In many cases where a guest makes a request for additional room servicing requirements, they are happy to be informed "Certainly, Mr Adams. That's half-a-dozen extra teas, coffees, sugars and milk for Room 583. I'll be there in 5 minutes with those for you. Is there anything else I can do for you?"

By supplying this timeframe, the room attendant is showing that the request has been taken seriously, and is giving the guest an expectation about the service to be provided. The 5 minute timeframe may also take into account other things the room attendant has to do both to finish their allocated work and meet the unexpected guest request.

However, should this timeframe change for any reason, the room attendant must inform the guest of the progress being made with their request and supply the guest with a new revised timeframe, and the reason for the change in time.

By doing this, the guest will then be able to adjust their expectations: they may not like the revised timeframe but at least they are aware of it (and can plan accordingly) and know that something is being done to satisfy them.

This will help ensure greater customer satisfaction.

If you personally are unable to action a request for guest service that you agreed to, make an attempt to see if someone else can assist. This may mean asking another room attendant, a porter or a room service person.

Time delays

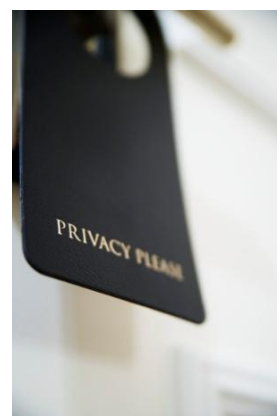
Despite your best efforts there will probably be times when a breakdown arises in relation to services provided by the housekeeping department.

In all instances the guest should receive an apology for this lapse in service and appropriate remedial action should be taken immediately, where appropriate, to try to retrieve the situation to the best extent possible.

Examples of breakdown in providing housekeeping services to rooms

This breakdown in service provision may result from:

- Sub-standard servicing of the guest room when the room was prepared – someone may have missed cleaning an item, an area or item may not have been properly cleaned, guest supplies may not have been re-stocked
- A previous promise to deliver a service may not have been fulfilled – a guest who was promised a replacement hair dryer may not have been supplied with one. The task could have been forgotten or a message for another staff member may have been misplaced
- A room displaying a 'Do Not Disturb' sign and the room attendant responsible for that room not notifying the Floor Housekeeper that, at the end of the shift the sign was still in place and the room had not been serviced
- A promise to deliver something to a room by a certain time may not be able to be met – perhaps the item required is out-of-stock or there are insufficient staff to meet the promised timeline
- An item that was promised to a guest turns out to be unavailable and can't be supplied as promised.



In essence, anything that:

- Fails to deliver the service that either we promised
- Fails to deliver the service the guest expected
- Fails to meet house service delivery standards.

can be said to be a breakdown in service delivery and should be apologised for.



Keys to making apologies

Where there has been a delay you must apologise for this. You must be sincere in your apology but also brief. You must make sure you apologise not only for the lack of service or item that wasn't delivered but you must include an apology for any inconvenience that has been caused.

The apology should never:

- Blame anyone else
- Discredit the establishment
- Commit the establishment to making some form of recompense or compensation.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 1.1 To fulfil the requirements of this Work Project you are asked to research and identify:
 - What types of housekeeping requests guests make
 - How we can provide for these requests.
 - 1.2 To fulfil the requirements of this Work Project you are asked to research and identify:
 - What types of housekeeping requests staff make
 - How we can provide for these requests.
 - 1.3 To fulfil the requirements of this Work Project you are asked to research and identify:
 - How to record housekeeping requests.
 - 1.4 To fulfil the requirements of this Work Project you are asked to research and identify:
 - The importance of timely delivery of items to guests
 - Possible causes of a delayed delivery
 - The process of informing guests if there is a delay.
-

Summary

Receive housekeeping requests

Accept housekeeping requests from guests:

- Types of accommodation properties
- Types of guest requests
- Handling guest requests promptly
- The basis for providing excellent levels of customer service in housekeeping
- Handling guest complaints
- Use guest name where possible.

Accept housekeeping requests from staff:

- Types of staff requests.

Record housekeeping requests according to enterprise requirements:

- Confirm and note details of the request.

Advise on time for provision/delivery of identified service or items to guest room:

- Keys to agreeing on a timeline
- Sometimes you don't need agreement
- Time delays
- Keys to making apologies.

Element 2: Service housekeeping requests

2.1 Liaise with other staff to obtain and or deliver identified service or items

Introduction

As identified in the past section, guests or staff may have requests which must be addressed. In some cases these tasks can be performed by yourself or within the housekeeping department.

In many cases, in order to respond to a guest request it requires the involvement of other people or departments.

A guest is not concerned who handles their request. Their concern is that it is simply handled in a satisfactory and timely manner.

The need for teamwork

On some occasions, there will be a need for teamwork and the person receiving the request for housekeeping services may need to obtain assistance from another staff member to comply with the request.



For example, a large spill in a room may be better dealt with by 2 people rather than just one. A large piece of equipment or furniture that needs moving will require a 'team lift' approach.

Where you feel that you are unable to fulfil the request on your own, you should always be prepared to ask others for their help. You should also be prepared to help others when they ask for your assistance.

Safety and security

Where you receive a request from a guest for extra service provision and the guest appears annoyed, upset, affected by drugs or alcohol then you should always obtain help from another staff member.

Certainly it is important to let someone know the room you are going to.

When you are servicing a room, others can tell where you are by the location of your trolley and looking at your room chart, but when you respond to a call to take an item to a room it is impossible for others to know where you are should you need help.

All it takes is a quick call to another staff member "Hi it's John here on the 7th floor: just taking some extra guest supplies to Room 1010. Should be back on station in 5 minutes."

Responsibility

Regardless if the request has been forwarded to another person for completion it is important that you ensure that the request is actioned.

Keep track of what is happening and where required keep the guest informed of what is happening and expected time for completion.

Once the request has been fulfilled, it is a good idea to check with the guest to ensure they are satisfied with the outcome.



2.2 Locate and deliver required items to guest room

Introduction

In most cases, it will be the responsibility of housekeeping to carry out any guest requests that they receive.

This is generally fairly easy to do because most requests relate to items that the room attendant has ready access to – guest supplies are on the housekeeping trolley and most other things requested are either in a Floor Housekeeping storeroom or can be 'borrowed' from a vacant room.

In other cases, however, some requests may involve a bit more time and effort.

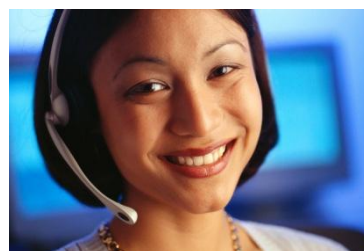
“It’s not my job!”

No staff member should ever use the phrase ‘It’s not my job’ when responding to a request from a guest.

In a service industry, it is always your job to assist guests.

If the request is outside your normal work responsibility, you should:

- Record and confirm the request
- Pass the details on to the relevant person for them to action.
- Never, ever tell a guest “You’ll have to ring the Maintenance department – we don’t handle replacing light globes” or “Sorry, Room Service do that – perhaps if you ring 22 someone there can help you”.

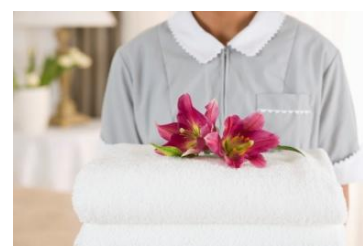


Action is the key to responding to a request

Once a request is received, you must promptly seek out the item or equipment necessary to complete the request within the agreed timeframe.

The key to any request from a guest is to take action on their request.

To do this, you will most likely just go to your trolley (or to the nearest housekeeping storeroom), grab what is needed and take it to the guest room.



Passing on requests

In other cases, where the request falls outside your ability to fulfil it, the appropriate person must be notified and the request passed on. Important points when doing this are:

- Pass on all the relevant details including the name and room number of the guest. This information allows the person to get back in contact with the guest to clarify things or amend the promised delivery time.
- Make sure the person you give the message to understands it. Get them to repeat it back to confirm it. Make special mention of any important bits including the need for urgency.
- Stress any agreed time that has been given. If you promised the item in 10 minutes, you must let the other person know when that 10 minutes is up.



Requests for information

It is sometimes more time consuming to provide certain things to guests. Requests for information are amongst these.

Requests for information can cover:

- Information on the products and services offered by the establishment – even though guests have an in-room compendium they can still want more detail than what is there and there is always the possibility that this information is out-of-date.
- Use your product knowledge about the property to answer these questions, and where you don't know the answer, apologise, tell them you will find out the answer and get back to them, then do so.
- Availability of services, hours, location of meals, services and equipment – you might be able to inform a guest that there is an ice machine at the end of the corridor but perhaps you don't know when the spa opens or what the treatments are how much they cost.
- How various types of equipment works – you are expected to know how to operate all the in-room facilities (this should be one of the first things you are trained in as part of your on-the-job training) but guests may ask you about other items of equipment throughout the property that you know nothing about. This is to be expected if you are the first person they see as they walk back to their room from not being able to operate a piece of gym equipment, not being able to get the vending machine to work.
- Requests for information about local services, attractions, transport, shopping, entertainment, bars, places to eat. While this is probably more a reception or concierge role, once again, guests can ask you because 'you are there'.



In these situations:

- Never say “I don’t know” and leave it at that
- Never tell them it’s not your job to provide that sort of information
- Never tell them to look it up in their in-room information compendium.

Never give them the impression that asking for the information is an imposition or a stupid thing for them to do.

2.3 Set up equipment in guest rooms

Introduction

From time to time the housekeeping department may be asked to help set up items requested by guests.

These requests need to be accommodated as quickly as possible because when such requests are made, guests are usually waiting to use the items.

What items might be involved?

The items that may need setting up could include:

- Table and chairs – for meetings or to assist with the provision of room service meals
- Internet connection
- Television
- DVD player
- Data projector
- Portable bed
- Portable cot.



In-room meetings

Guest rooms are sometimes hired by companies for business purposes to hold a small meeting make presentations or display goods and in such instances it may be your responsibility to move furniture around, set up tables and chairs before the meeting commences.

Directions will be given by the person hiring the room about what they want, where they want it set and the time by which it needs to be ready.

Elderly people

Elderly people can often have problems with technologically-based items in their rooms.

They may be perfectly well able to operate their TV or DVD at home but the one in their room may be different and they may not be able to make it work.

Don't make them feel stupid for asking, take time to make sure they have understood what you have told them and check to see they are able to operate it properly on their own before you leave. A call to the room 15minutes later to check everything is fine would also be appreciated and shows evidence of excellent service.

Elderly people may also seek your regular assistance in:

- Moving heavy items – which can include their personal luggage
- Getting items down from high places
- Obtaining things from low places
- Obtaining a wheelchair to access other facilities in the venue.



Portable beds and cots

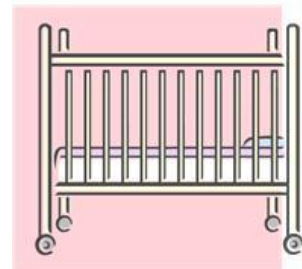
Setting up portable beds and cots is a task that many in housekeeping hate!

They are often cumbersome to move, and difficult to set up. Lots of injuries have resulted from moving and setting up these items.

Where possible, it is advisable to place them into rooms and get them set up prior to the guests arriving – so no-one can hear or see what goes on!

Tips that may assist include:

- Be careful – they bite: watch your fingers
- Practice before having to do it front of a guest – it's embarrassing to have problems with people looking on
- Follow the instructions
- Don't rush
- Have an experienced person with you when you do your first one. You never know when you'll need help even though you've done loads of practice.



It should be a standard house rule that guests are never allowed to set up a portable bed or cot. Not only is allowing them to do this very bad service but there is a great risk they may injure themselves.

Know the house rules

It is important for you to be well-versed on the different types of equipment that need to be set up and the steps to take to actually set up the equipment in a safe, secure and fully-operational manner.

You must also adhere to all health and safety regulations when moving items about, especially heavy items.

You must also follow any establishment policies on setting up equipment.



Where appropriate, agree on suitable time to collect equipment

There may be times when the guest will only require an additional piece of equipment for a certain time span – a short-term loan.

When this item is placed in the room, it may be a good idea for you to reach an agreement with the guest about the collection time for that item.

The main reasons to identify a time for collection for these items are:

- To allow the guest to be able to plan their stay with us – it saves them wondering what is going to happen in relation to the item: they know what's going to and happen and can plan accordingly
- To prevent the situation where the guest may place the item in the corridor outside their door – minimising the chance of damage to the item, or theft
- To give the guest space in their room – unwanted items take up space that the guest may want to use for something else
- To allow the asset to be put back into inventory and available for use by another guest if the need arises.

In relation to agreeing on a time for collection of these short-term (or other) loan items:

- The arrangement to pick up should be made as a suggestion rather than a requirement – the central idea is to provide service not to set limitations or 'tell the guest what to do'
- Guests should be encouraged to contact housekeeping and arrange for an extension of the pick-up time where they want the item for a longer period
- Where housekeeping staff will be off duty when the pick-up time arrives, arrangements need to be made with another department to collect the item. It is not acceptable for the guest to have to 'put up with' an item in their room that they don't want there simply because we can't pick it up. Room service staff, porters, or staff from any department could be asked to assist.



Log books

Some establishments will have a log book to record information about when and where extra items were delivered and when they need to be collected.

When an item is recovered from a guest room and returned to the store (or the vacant room from where it was borrowed), this log is signed to demonstrate that return.

The log book assists in tracking assets and making sure all rooms have their necessary items.

2.4 Items from guest rooms as required

Introduction

Whilst the majority of requests involve items to be taken to the room, there are times when requests involve items being taken from the room.

These items may be:

Types of items for collection

To service a guest request effectively, you may need to pick up items from the guest room such as:

- Room features including furniture, appliances or amenities not being used
- Housekeeping items and equipment that have been left behind
- Towels, face washers and bath mats that are now dirty and need replacing
- Toilet paper, tissues and other bathroom and guest supplies that have run out
- A replacement item – to take the place of something that isn't working
- Items that are no longer needed but which have been specially requested previously.
- Guest items requiring further action such as dry cleaning, storage or repair.



Keys in collecting items

It is vital to understand that if you have made a promise to pick something up at an appointed time, the guest is expecting you to arrive at that time.

They have probably changed their plans, re-arranged things to accommodate this, and are waiting: and every minute they wait past the scheduled time seems like an hour and their level of frustration etc rises and rises. They can't get on with what they want to get on with until you arrive!

So make sure you are there when you said you'd be.

If you are going to be late:

- Get someone else to collect it – and make sure they do it on time
- Contact the room, apologies and arranged a revised time.
- Never just be late and fail to notify the guest.
- If the item you are picking up is heavy or awkward, take someone else along or a trolley.



When you arrive to collect the item:

- Knock on the door and announce “Housekeeping”
- Greet the guest by name
- Apologise, if applicable
- Tell them why you are there – “I’ve come to pick up the ...
- Ask for permission to enter the room
- Thank the guest for their permission to do so
- Keep your eyes and ears to yourself
- Pick up the item and walk to the door
- Apologise again, if appropriate
- Make arrangements for a replacement item, where appropriate and a time for its delivery
- Thank the guest again
- Depart the room.



Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

2.1 To fulfil the requirements of this Work Project you are asked to research and identify:

- When you would need to liaise with other staff to obtain or deliver services or items
- What services or items they could provide.

2.2 To fulfil the requirements of this Work Project you are asked to research and identify:

- What items are commonly delivered to rooms
- Where these items are normally stored
- How you record the movement of items, if required.

2.3 To fulfil the requirements of this Work Project you are asked to research and identify:

- What items are commonly set up in the rooms
- Items required for a meeting
- What assistance can you provide to elderly persons
- What equipment and other items are required when setting up a cot.

2.4 To fulfil the requirements of this Work Project you are asked to research and identify:

- What items are commonly removed from rooms
- Where these items are taken.

Summary

Service housekeeping requests

Liaise with other staff to obtain and/or deliver identified service or items:

- The need for teamwork
- Safety and security
- Responsibility.

Locate and deliver required items to guest room:

- “It’s not my job!”
- Action is the key to responding to a request
- Passing on requests
- Requests for information.

Set up equipment in guest rooms:

- What items might be involved?
- Know the house rules
- Where appropriate, agree on suitable time to collect equipment
- Log books.

Items from guest rooms as required:

- Types of items for collection
- Keys in collecting items.

Element 3: Provide advice to guests

3.1 Advise guests on services and items available through the housekeeping department

Introduction

Many guests will have direct requests and are clear as to what housekeeping can provide.

For some guests however this may be the first time in a hotel and are unsure what is available for use in the room.

It is your role to provide assistance and information that may be suitable to their needs. At times the guest may not directly tell you their need to be aware of signs that may indicate their requirements.

Items or services that may be required

The guest may require any of the following directly related to the housekeeping department:

- Additional equipment in their room
- Fold-away bed – usually stored in the housekeeping department, this bed is portable and already made up
- Additional bedding
- Extra blankets – where these are requested it is a good idea to advise the guest that an extra blanket is provided in the wardrobe just in case they don't know this
- Extra pillows – as above
- Extra towels
- Hand towels
- Face washers
- Bath towels
- Floor mats
- Improvement in the servicing of room
- Room to be re-vacuumed
- Area to be re-cleaned
- Bed to be remade
- Items in compendium
- Extra stationery – determine what is needed and how many
- Bathroom supplies



- Extra shampoo
- Extra soap
- Extra shower caps
- Items for beverage making
- Extra tea, coffee, sugar and milk sachets
- Extra crockery or cutlery
- Repair or removal of broken equipment
- Electrical water jug / kettle
- Hair dryer
- Toaster
- Iron and ironing board
- Light bulb changed
- Air conditioning/heating system fixed
- Instructions on how to work equipment
- Instructions on how to work entertainment equipment
- Instructions on how to work heating system
- Instructions on operating the in-room safe.



Advising on hotel services and items

It is quite common for guests to ask you questions whilst you are in the room handling a separate request. As you are face to face with the guest, they may use this opportunity to ask you questions relating to the products and services provided in the hotel.

As the 'face of the business' it is your role to:

- Provide information directly
- Arrange for someone more suitable to come in person to provide information
- Follow up a request including dinner reservations
- Arrange copies of information sought including maps, brochures, menus or contact information.

For most guests, they are new to the hotel and as a professional staff member you should be equipped to provide guests with advice, information or suggestions to help make their stay more enjoyable.

3.2 Advise guests on the use of items delivered to guest room, if required

Introduction

From time-to-time you will be required to help guests use items delivered to or already in their room.

This may be because guests have had no experience with this sort of item or because they have no experience with the type or model of equipment in the room.

It should be remembered that in most situations the guest is likely to feel embarrassed at having to ask for help so this must be taken into account when providing advice and assistance.



Keys to providing advice

The prime requirement is that you, yourself, can operate the equipment effectively.

It is imperative that you make sure that you find out how to operate all the in-room items where you work and you have to know all the features of every piece of equipment.

In addition to this operational knowledge, important aspects of providing advice are:

- Explain the functions and operations of all aspects of the item that the guest wants to know about – including what all the switches, knobs do. Note that it may not be necessary to explain all aspects of the item. Just focus on what the guests want to know about or be able to do
- Make sure all health and safety requirements are covered – remember the property has a duty of care to all its guests
- Use clear terminology, simple words – stay away from jargon
- Use some simple questions to test their understanding of what you have explained to them.



Instructional sheets in different languages

Many guests will not be familiar with equipment in the room as:

- They are not the same as they use at home
- They may be more technologically advanced
- They may be connected to a in-room system – for example the lighting system may be controlled by a master panel
- It is in a different language.

Regardless of why they may not be familiar with items, it is important they we are able to communicate instructions in a manner which they can understand.

A very good way of doing this is through instruction sheets which are in different languages or use symbols and pictures to explain how they are used.

3.3 Demonstrate the use of items delivered to guest room, if required

Introduction

Whilst providing advice is very helpful in helping a guest to use and enjoy items in a rooms, quite often you will be required to demonstrate how an item is used.

As mentioned in the previous section, quite often a guest may not speak your language and the only way to get your message across is to demonstrate.

Whilst it is important that you demonstrate an item in a clear and concise manner, it is vital that the guest understands the demonstration and is able to perform the task themselves.

Keys to providing a demonstration

When providing a demonstration:

- Demonstrate the operations and functions – so that guests can see what you have been talking about
- Show the guests where the in-room instructions are – point out the instructions in the in-room compendium, or posted on the walls of the room. If relevant operating instructions are not available in-room, make an effort to get them from somewhere else in the premises
- Take your time – don't rush the explanations. Be prepared to explain things twice. Be prepared to explain things a different way, using different words or phrases if necessary
- Give them an opportunity to try things out while you are there – to give them confidence and to allow you extra opportunity to assist
- Encourage them to contact you again if they have further problems.



As an effective and interested staff member it is wise to ensure that the guest is competent in the operations of items they want to use before you leave the room. However, you may find that guests may want to practice without you watching, as they may be embarrassed. Use your judgement when determining how much demonstration and instruction they require.

3.4 Liaise with other staff and departments to provide supplementary advice where appropriate

Introduction

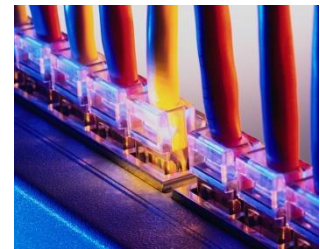
Each housekeeping staff member will be required to have a sound basic understanding of the items in the guest room and how they operate. It is important to remember that their role, first and foremost, is to ensure the room is clean and tidy.

Items

There are many items that are either located in the room or available to be sent to the room. Some of these items may be:

- Technologically advanced such as computers, data projectors and internet access
- Mechanically advanced – such as televisions, fridges and air conditioners.

A staff member is not expected to understand the inner workings or components of all items in the room and therefore will not always be able to demonstrate or explain how to use it.



Services

Likewise, staff members will have a basic understanding of all the items and services provided in the hotel but will not be able to provide detailed descriptions.

In addition, many guests will require information on events or activities in the local community which the staff member can not fully describe in detail.



Access 'experts' to provide advice

When guests require information which is beyond your level of knowledge or understanding it is important that the most appropriate person is sought to provide further information and advice.

This must be done in a timely manner. It may involve getting the 'expert' to:

- Come and explain or demonstrate to the guest personally or over the phone
- Providing explanation to the housekeeping staff member, who will relay the information to the guest
- Providing information in a written format including brochures, maps, user manuals or guides.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date..

3.1 To fulfil the requirements of this Work Project you are asked to research and identify:

- Items available through housekeeping
- Services available through housekeeping
- The best methods to advise customers on information relating to items and services.

3.2 To fulfil the requirements of this Work Project you are asked to research and identify:

- Tips to advise guests on the use of items delivered to the guest room.

3.3 To fulfil the requirements of this Work Project you are asked to research and identify:

- Tips to demonstrate to guests how to use items delivered to the guest room.

3.4 To fulfil the requirements of this Work Project you are asked to research and identify:

- Examples where housekeeping staff members will not be able to provide sufficient advise or demonstrations to guests
 - Types of departments and 'experts' who can provide assistance to guests.
-

Summary

Provide advice to guests

Advise guests on services and items available through the housekeeping department:

- Items or services that may be required
- Advising on hotel services and items.

Advise guests on the use of items delivered to guest room, if required:

- Keys to providing advice
- Instructional sheets in different languages.

Demonstrate the use of items delivered to guest room, if required:

- Keys to providing a demonstration.

Liaise with other staff and departments to provide supplementary advice where appropriate:

- Access 'experts' to provide advice.

Element 4:

Liaise with other departments

4.1 Report malfunctions as required

Introduction

There may be times when you will come across equipment that is malfunctioning – either not working as intended, making too much noise, is unsafe, is damaged or not working at all.

All such equipment must be immediately tagged as ‘Out of Order’ and, where possible and safe to do so, the item should be removed from the guest’s room and logged at the housekeeping department as being in need of repair.

Where possible, a replacement item must be placed into the guest room so that required house service levels are maintained, and guest expectations continue to be met.

Replacement items may come from storage or from a vacant room, in the immediate short term. Sometimes a new item may be purchased as the replacement.



Reporting malfunctions

You must do your best to immediately replace the item in the guest room by seeking a replacement from the housekeeping department, storage or substituting one from a vacant room.

Where the item is of such importance such as the fridge, the TV, the air conditioner or stove (in a kitchenette situation) front office must be notified so they take the room off the board and not sell it.

If the room is occupied and a major piece of equipment is malfunctioning and can’t be repaired or replaced immediately, the guest will have to be re-roomed (room change) to another room.

It is housekeeping staff who will have to move the guest’s luggage and belongings in such as cases, and set up those belongings in the new room.



How might I report these problems?

The traditional ways of reporting these equipment problems are:

- Verbally – face-to-face or over the phone with the Floor Housekeeper, Maintenance Department or the Executive Housekeeper
- Completing a relevant in-house report form – these are pro forma documents that detail the item of equipment, the room number the item came from, the problem that was identified, name of the person reporting it, date.
- Where establishments have their own in-house maintenance department it will be the Executive Housekeeper's responsibility to contact them for repairs or to make a judgement call about replacement rather than repair. It is the Executive Housekeeper's responsibility because the expenses will be charged against the Rooms Division.



4.2 Advise management of dangerous or suspicious circumstances

Introduction

Accommodation establishments are the setting for many illegal activities and all room attendants must be alert for signs this is happening or may take place.

The role of housekeeping in this regard is only to 'report' – it is not to intervene, take action or put themselves in harm's way.

Members of the public can target floors and rooms with a view to breaking and entering. If the thief has watched their target leave the property to go on a three-hour tour they know the target's room will be 'safe' for that period and it is a relatively easy target.

Other guests will use their room for illegal activities that they do not want to undertake at home.

Is the activity illegal or immoral?

Individual establishments can have different approaches to this.

Most properties are not prepared to allow illegal activity and also frown on immoral activity.

Some turn a blind eye to immoral activities deeming that what guests do in the privacy of their own room is their business.

You need to speak to your supervisor to determine what applies where you work and accept the position taken by the establishment. If you ever have any concerns about differentiating between 'illegal' and 'immoral' seek guidance on the distinctions from your supervisor and be guided by them and their experience.



Taking action

If you notice an item that looks unusual or suspicious, or see an occurrence that is suspicious, appropriate action should be taken immediately.

The appropriate action may be spelled out in the standard Emergency Procedures for your venue.

The action may be to:

- Advise the floor supervisor, the Floor Housekeeper or the Executive Housekeeper
- Contact venue security.

Always adhere to workplace policies and procedures when dealing with such matters, as they are potentially dangerous and serious.

An unusual item or situation may include:

- A package left unattended in corridor or stairwells
- An item that is heavily bloodstained
- A package left in a check-out room
- A weapon found in a room – whether the room is a stay room or a departed room
- Drugs – or packages thought to contain drugs
- Explosives
- Evidence of drug taking in a room – including the presence of drug paraphernalia.

Suspicious occurrences or people may include:

- Person behaving nervously or anxiously in a corridor, stairwell, near a store room, in the guest laundry etc
- Person in an area they shouldn't be in – such as areas members of the public in areas restricted for 'Staff Only' access
- Person using excessive force against another person
- Loud voices and swearing
- Sounds that indicate damage is being done
- Person seeming to loiter on a floor, along corridors, in public areas
- Person asking you to let them into a room.

If you see or hear anything that is suspicious, unusual or appears illegal you should:

- Not say anything to the persons involved
- Try not to alert them to the fact you have noticed something suspicious, unusual etc.



- Try to remember as much detail as possible – write down notes when safe to do so
- Alert the relevant person as soon as possible in such a way that others (those involved and other guests) cannot hear what is being said.

It is rare for you to have the authority to call police so you should refrain from doing this in all but the most extreme cases of actual or imminent danger.

4.3 Participate in planning to enhance service delivery standards and equipment purchase

Introduction

Planning in housekeeping is just as important as in other hospitality departments. Whilst the majority of services delivered through housekeeping are not done in direct view of the guest, the output has a tremendous impact on the guest, either in a positive or negative way.

As the staff member working in the environment where the guest resides and being the contact point for the guest, your input, suggestions and input is invaluable in ensuring that the services and products provided not only meet the expectations of the guest, but actually exceeds them.

This requires detailed planning of both services and products. Without either of these the guest experience is certainly compromised.

Planning services

Improving staff knowledge, skills and attitudes

Services are commonly referred to as the output of staff resulting from their current knowledge, skills and attitudes.

Therefore to improve the service provided, management must plan to improve each staff member's:

- Knowledge
- Skills
- Attitudes.

Staff are always keen to learn and improve and management should strive to find out from staff what they would like to learn to enable them to provide better service.

This training may come in the form of:

- Workshops
- Training sessions
- Qualifications and courses
- Buddy system
- Mentoring programs.

Staff have a good understanding of what they consider important to know and this must be communicated and understood by management.



Range of services

Each hospitality organisation provides a range of housekeeping services to its guests.

A organisation may choose to increase its range of services provided to guests. One example of this may be the inclusion of a butler service or turndown service. If either of these were to be introduced into an organisation, a great deal of planning must be undertaken in terms of:

- New products associated with the service
- New equipment associated with the service
- Staff training to develop required knowledge, skills and attitudes.



Planning equipment

When it comes to planning purchases, the task to be performed by housekeeping is tremendous. The amount of money required to prepare and maintain operational rooms and public areas is tremendous.

Whilst each operation will have their own budgets with expense items allocated to different departments, the following are examples of purchases that housekeeping may be required to make:

Furnishings, fixtures and fittings

It is safe to assume that in most hospitality organisations the majority of space in a hotel is allocated to guest rooms. The capital investment to establish and maintain these rooms conservatively start at USD10,000 a room. This is easy to see given that each room requires a large array of:

- Furnishings – bedding, tables, couches, kitchens, televisions, carpets, chairs
- Fixtures – lamps, mirrors, cabinets
- Fittings – lights, electrical, air conditioners.



Equipment

Once the guest rooms and other public areas has been set up they must be maintained in a operational and clean state. Therefore housekeeping needs to purchase:

- Equipment – housekeeping cleaning equipment including vacuum cleaners, waxing machines, trolleys
- Clothing – uniforms and protective clothing
- Chemicals – including all cleaning products and items used to clean including cloths, rags, mops.



Therefore this section has shown the importance of planning, especially in a department as far reaching as housekeeping, is vital to ensure the guest enjoys their stay in the manner that was not only intended, but also expected.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

4.1 To fulfil the requirements of this Work Project you are asked to research and identify:

- Common malfunctions in a guest room
- Methods of reporting malfunctions
- Items that can be replaced.

4.2 To fulfil the requirements of this Work Project you are asked to research and identify:

- Dangerous or suspicious circumstances
- Methods of reporting them to the appropriate persons.

4.3 To fulfil the requirements of this Work Project you are asked to research and identify:

- Planning required to improve services
 - Planning required to purchase furniture, fittings, fixtures and equipment.
-

Summary

Liaise with other departments

Report malfunctions as required

- Reporting malfunctions
- How might I report these problems?

Advise management of dangerous or suspicious circumstances

- Is the activity illegal or immoral?
- Taking action.

Participate in planning to enhance service delivery standards and equipment purchase

- Planning services
- Planning equipment.

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organized. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognize and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, Remember to:

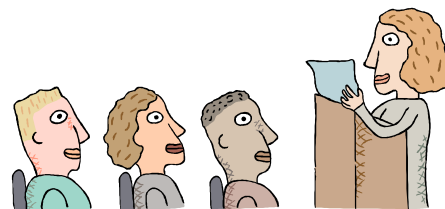
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

Casado, Matt A.; 2011 (2nd edition); *Housekeeping Management (CourseSmart)*; Wiley

Jones, Thomas J. A. 2007 (5th edition); *Professional Management of Housekeeping Operations*; Wiley

Nitschke, Aleta A. 2008 (3rd edition); *Managing Housekeeping Operations*; Educational Institute of the American Hotel Motel Association

Kappa, Margaret M., 1997 (2nd edition); *Housekeeping Management*; Educational Institute of the American Hotel Motel Association

O'Fallon, Michael J.; 2010 (5th edition); *Hotel Management and Operations*; Wiley

Powell, P. Hunter and Watson, D; 2006; *Service unseen: The hotel room attendant at work*; An article from: International Journal of Hospitality Management

Trainee evaluation sheet

Provide housekeeping services to guests

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
AID** 